

NETWORK SERVICES FOR NON-STATE AGENCIES

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The Department of Technology Services (DTS) operates a Wide Area Network (WAN) for all State of Utah Executive Branch agencies. DTS also provides WAN services for other State and non-State government entities (cities and counties). The State WAN provides gateway services to the public Internet and functions as a private fault tolerant network, connecting facilities in geographic locations statewide.

DTS will place and install all hardware, software, and facilities necessary to connect a non-State agency to the State WAN. Network Services include IP addressing, Domain Name System (DNS), primary domain e-mail service, Internet access, Web content filtering, security products (firewalls), virtual private network (VPN) termination and intrusion prevention systems (IPS), and the necessary tools and staff to support these services. Services are provided in a bundled product offering (see product features below).

DTS operates on a cost recovery basis and is therefore unable to quote one price that applies to all potential customers. Variables such as geographic location and transport requirements effect customer connectivity costs; connectivity costs are different for every customer.

Product Features and Descriptions

Feature	Description
Wide Area Network	High availability to multiple locations. Fault tolerant network with redundant paths from data centers to geographic hubs; these diverse paths are provided by the DTS network microwave services. Specific infrastructure information may be obtained from the DTS Communications Planning Group.
General Functions and Duties	This product provides for network consulting, planning, and engineering. Services include the deployment of network products, operational support of network products, network tuning, and network diagramming; however, services do not include the acquisition or maintenance cost of other network based multi-media products.
Connection	Network utilization monitoring and bandwidth management.

	Last mile connection from remote facilities to geographic hubs.
Wide Area Network Security	<p>Firewall services between the Internet and the State WAN.</p> <p>Backbone intrusion monitoring and management.</p> <p>Access Control Lists (ACLs) for local LAN segments, where technically feasible. Note: Logging ACLs on router access lists is not provided to customers.</p> <p>Packet screening to prevent IP spoofing from external networks.</p>
IP Addressing	<p>Manage address blocks.</p> <p>Manage subnets, VLANs, and public/private IP assignments.</p>
DNS Service	<p>Manage host, MX, alias, and PTR records.</p> <p>Host newly registered DNS domains and manage DNS records.</p> <p>Delegate sub-domains per agency request.</p> <p>Manage changes to DNS entries.</p> <p>Provide instructions for registering new DNS names.</p>
Internet Access	<p>Content filtering, which blocks inappropriate or unauthorized access.</p> <p>Redundant access paths.</p> <p>Customer-specific filtering is available on request and requires customer identification through the State authoritative directory: Utah Master Directory. To request UMD access, please use the following URL: http://login2.utah.gov/user (select: register here).</p>
VPN Sessions	DTS will provide secure VPN access into the State network from the Internet; pre-authorization is required. See VPN product information.
Network Operations and Monitoring	DTS Network Operations is a 24x7 service. Customers may contact the DTS Customer Service Center to report network problems by calling (801)538-3440 or (800) 678-3440.

Other Features

Feature	Explanation
Enterprise Security	Enterprise Security services are available upon request. Please see Enterprise Services Product Description: http://dts.utah.gov/services/enterprise/security.html .
E-mail Enterprise Services	E-mail (GroupWise) services are available upon request. Please see E-mail Enterprise Services Product Description: http://dts.utah.gov/services/enterprise/desktop.html .

Features Not Included

Feature	Explanation
Agency-Specific Solutions	DTS will assess and engineer appropriate network bandwidth by working with agency requirements.

	<p>DTS can provide unique WAN services, at an additional negotiated cost, if it is beyond a reasonable expectation.</p> <p>Acquisition and/or maintenance costs of network based multi-media products (see Product Features: General Functions and Duties).</p> <p>ACL logging is not provided to customers (see Product Features: WAN Security).</p>
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Rates and Billing

Feature	Description		Base Rate
Hardware	Network Planners review agency requirements and provide detailed customer costs for hardware, software, and installation. Costs are dependent upon customer needs, location of services, and transport carrier. A Special Billing Agreement (SBA) is utilized to define specific services required.		Cost Plus 8%
Transport	Non-state agencies will be billed the monthly cost of the circuit, plus an 8% overhead fee to cover the infrastructure, services, and other indirect costs of maintaining the WAN.		Cost Plus 8% (Monthly)
User/Device Fees	Up to and including 50 devices		\$6.00/device; minimum of \$60.00 per month per location.
	Greater than 50 devices	Single T1 Connection	\$300 plus \$1.00/device over 50
		Two T1 Connections	\$300 plus \$1.50/device over 50
		Qwest QMOE Services	\$300 plus \$2.00/device over 50
E-mail Licenses	Software Licenses		\$19.08 per license per year

Ordering and Provisioning

To inquire or order WAN services, please contact the DTS Customer Service Center by calling (801) 538-3440 or (800) 678-3440.

DTS Responsibilities

Provide network maintenance to the customer's demarcation point.

Coordinate and notify customers of planned maintenance and outages.

Assess and engineer appropriate network bandwidth by working with the customer's business

requirements.

Maintain the integrity and security of the State WAN and Local Area Networks by shutting down ports that have been penetrated, or otherwise violate network security policies.

Conduct periodic device count audits, in accordance with the network device definition and published guidelines.

Conduct periodic Special Billing Agreement audits and update agreements as applicable.

Customer Responsibilities

Contact the DTS Customer Service Center to report network problems by calling (801)538-3440 or (800) 678-3440.

Comply with State acceptable use policies: <http://www.rules.utah.gov/publicat/code/r895/r895-007.htm>.

Provide DTS router access lists.

Consult the assigned Network Planner when planning facility moves.

Pay for equipment installed by DTS and the replacement costs of any equipment that becomes obsolete. The equipment will remain under the ownership and management of DTS.

Notify the assigned Network Planner when planning to deploy applications that might affect network traffic.

Provide adequate space, power, cooling, etc. for State network equipment at each customer facility.

Provide physical security in facility locations that house State network equipment.

Provide the DTS assigned Network Planner a local contact at each facility who is capable of assisting with troubleshooting the customer's WAN connection.

Comply with State security policies and standards; and adhere to additional network policies and standards as drafted and approved by DTS (see: DTS Policies and Procedures).

Adhere to State Acceptable Use Policy: <http://www.rules.utah.gov/publicat/code/r895/r895-007.htm>.

Prohibit open "rogue" Access Points in the network.

Coordinate extended network services to additional facilities with DTS WAN Planner.

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR)

targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS Web site at dts.utah.gov. Published "Business Hours" for the DTS Enterprise Service Desk are 7:00 a.m.-6:00 p.m., Monday-Thursday. Hours of support/on-call coverage vary by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low Priority—1 Business Hour	75%	Low priority—6 Business Hours	75%
Medium Priority—1 Business Hour	75%	Medium Priority—3 Business Hours	75%
High Priority—Attempt Warm Transfer	90%	High Priority—4 Clock Hours	75%
Urgent Priority—Immediate Warm Transfer	95%	Urgent Priority—3 Clock Hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an online survey regarding their level of satisfaction with the support received from DTS.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts:	> 4.2 on a scale of 0 - 5
Percentage of respondents satisfied or better with service received:	93% of respondents satisfied